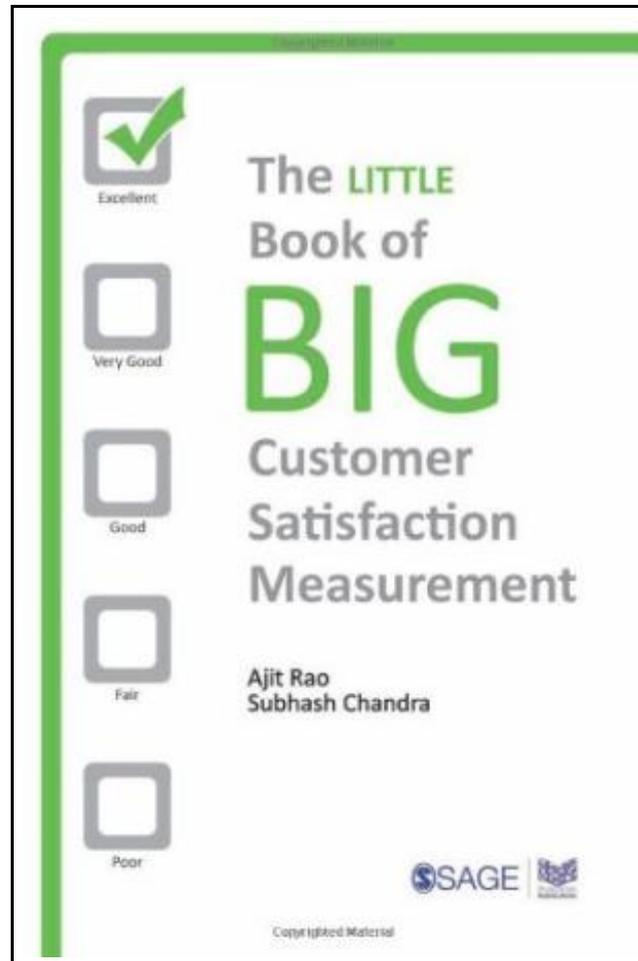


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## THE LITTLE BOOK OF BIG CUSTOMER SATISFACTION MEASUREMENT



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